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# **SIT/OHI Basics and Connectivity Issues**

Tuesday, February 16<sup>th</sup> 0800, 1400,  
2100 EST

Thursday, February 18<sup>th</sup> 0800, 1400  
EST



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# Objectives

- Understand the role of the VPOC
- Know what the Standard Insurance Table (SIT) is
- Understand the importance of the SIT
- Learn how to use the SIT appropriately
- Know how to avoid common data entry errors
- Be aware of, and be able to find, resources
- To provide an update on current issues
- Placeholders
- Loss of connectivity with DEERS
- SIT Clean-up
- Your concerns



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# Verification Point of Contact VPOC

- The SIT is a compilation of the insurance company data used by all MTF's, centrally managed by UBO, through the VPOC.
- MTF's send their SIT ADD/EDIT requests to the VPOC.
- The VPOC verifies all new SIT entries for accuracy, data quality and eliminating duplicate entries on the table.
- The VPOC updates the SIT on a daily basis



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# SIT Basics

- **What is the SIT?**
  - Insurance Table
  - List of insurance companies
  - Database of Health Insurance Carriers (HIC) and their claims addresses
- **Where is the SIT Table?**
  - It resides on the Defense Enrollment Eligibility Reporting System (DEERS)
- **DEERS is considered to be the central repository for:**
  - Health Insurance Carriers (HIC) – SIT
  - Other Health Insurance (OHI) information



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# SIT Basics

- **What information is needed?**
  - Other Health Insurance/Health Insurance Carrier information
  - OHI starts the SIT process
- **Where is OHI obtained?**
  - DEERS OHI Search/Eligibility
  - DD 2569
  - Insurance Card
  - Beneficiary (patient)
- **Who uses the information?**
  - Military Treatment Facility (MTF) business offices use the Health Insurer's Claims address, stored on DEERS, to bill for beneficiary services rendered



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# SIT Basics

- **How is the SIT accessed?**
  - Via local MTF Composite Health Care System (CHCS)
  - The business office staff enters Health Insurance Carrier information and Other Health Insurance data in the local CHCS system
  - The HIC and OHI data are transmitted directly to DEERS
  - Bi-directional flow of information



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# HIC Entry Errors

- Common HIC Entry Errors
  - Incomplete queries with duplicate HIC entries
  - Insurance carrier name is abbreviated
  - Use of "RX" prefix: RX Aetna for insurance carrier
  - Use of commas, periods, symbols: 18002345678
  - Use of DSN instead of commercial telephone number
  - Invalid insurance carrier telephone number
  - Incorrect Coverage Type: XM, MD entered and insurer is clearly Pharmacy
  - Failure to "cancel" an incorrect entry



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# HIC Entry Errors

- Spell out entire name of insurance carrier
  - Avoid use of acronyms unless actual name
  - No punctuation, symbols, hyphens
  - Include Point of Contact (POC) name and commercial telephone number
  - Include valid insurance carrier telephone number
  - Be specific in the Attention Line
  - Limit adding any insurance carriers billed only under Medical Affirmative Claim (MAC)
  - Do not add any JAG offices
  - For “Out of State Claims” (Attn Line), use the state HIC where the services were rendered





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# Important Reminders

- Remember to:
  - Query your local CHCS SIT to avoid duplicates
  - Use the commercial telephone number for POC
  - Obtain a valid insurance carrier telephone number
  - Use local comment field for additional information
  - Cancel an entry when it is a mistake
  - Do not **Deactivate** any Health Insurance Carriers (HICs)
  - When in doubt, contact Verification Point of Contact (VPOC)



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# Loss of Connectivity with the DEERS SIT



- **What is the usual activity?**
  - There is an hourly subscription inquiry from DEERS to CHCS
- **Why did it happen?**
  - MTFs did not subscribe to DEERS during a 7-day period and local CHCS became out of sync with the central SIT
- **How it is identified?**
  - MTF unable to see current HICs on SIT
  - Helpdesk Tickets



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# SIT Subscription

- MTF to request a full subscription
  - Menu path: DAA -> CFT -> CFM -> STM -> SIT -> Subscribe action (requires the DOD SIT MGR security key)
  - Select the DOD HIC Full Inquiry secondary menu option
  - Answer "yes" to the question, "Proceed with Full Subscription?"
  - The system will confirm that a Full Subscription has been tasked
  - The data returned from DEERS will be integrated automatically into CHCS



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# Questions and Concerns

- **If you notice a problem with CHCS or DEERS:**
  - Try to identify a pattern
  - Provide examples or screen shots without PHI information
  - Contact your CHCS Administrator
  - Contact the VPOC helpdesk
  - Contact the MHS helpdesk
  - Contact your UBO Service Manager
  - If not resolved, contact TMA UBO helpdesk



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# Questions?

## Contact

[VPOChelpdesk@Altarum.org](mailto:VPOChelpdesk@Altarum.org)

**or**

[UBOhelpdesk@Altarum.org](mailto:UBOhelpdesk@Altarum.org)

**or**

**703-575-5385**